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BellSouth Telecommunications, Inc.
333 Commerce Street
Suite 2101
Nashville, TN 37201-3300

joelle.phillips@bellsouth.com

Joelle J. Phillips
Attorney
4/3
615 214 6311
Fax 615 214 7406

August 20, 2002
TENNESSEE REGULATORY AUTHORITY
DOCKET ROOM

VIA HAND DELIVERY

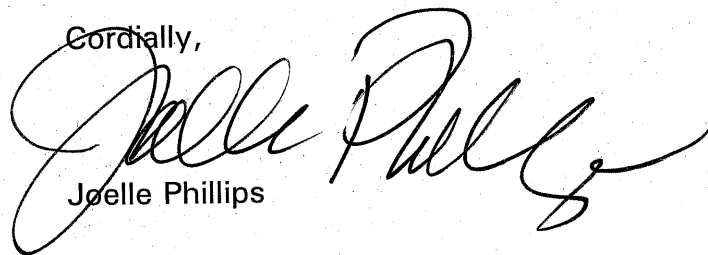
The Honorable Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: *Proposed Rules for the Provisioning of Tariff Term Plans and Special Contracts*
Docket No. 00-00702

Dear Chairman Kyle:

As directed by the Authority, BellSouth Telecommunications, Inc. ("BellSouth") and the Attorney General through the Office of the Consumer Advocate Division ("the Consumer Advocate") have agreed to submit for Authority approval the enclosed proposed Customer Notice Letter for use relating to Contract Service Arrangements ("CSAs") that are permitted to become effective, subject to further review pending the outcome of a rulemaking. Copies of the enclosed are being provided to counsel of record for all parties.

Cordially,



Joelle Phillips

JP/jej

Enclosure

cc: The Honorable Deborah Tate, Hearing Officer

CSA CUSTOMER NOTICE LETTER

August 20, 2002

Name
Address
City, State

Re: Contract Service Arrangement No. ____
TRA No. ____

Dear Customer:

Please be advised that BellSouth has submitted Contract Service Arrangement No. ____ to the Tennessee Regulatory Authority ("TRA") for review and approval, with respect to the services provided within the State of Tennessee. We have urged, and the TRA has agreed, to allow this Contract Service Arrangement ("CSA") to become effective in Tennessee, subject to further review. This means that you will immediately begin receiving the discounts set forth in that arrangement, which has been a concern for all of us. The TRA, however, has reserved the right to review the CSA at a later date, and at that time, may decide to approve or deny approval of the CSA, or to require alterations to the CSA.

Depending on the action of the TRA, one of three events may occur:

1. If your CSA is approved, no further action will be taken, and you will continue to receive the benefits of the agreement;
2. If the CSA is denied, then you will be notified that the agreement and the associated discounts will cease at that time. Please note, however, that none of the discounts you have already received will be subject to refund; or
3. If the CSA is modified or changed, you will be notified of these changes and have the option to either:

(a) continue the agreement under the changes ordered by the TRA;

or

(b) terminate the CSA. Such termination, however, will not trigger the termination liability charges set forth in the agreement.

No specific date has been set by the TRA for future action on your CSA. However, we believe the TRA intends to proceed promptly to determine the appropriate action. Please note that any actions by the TRA will only affect discounts and terms of your CSA with respect to services provided within the State of Tennessee. Action by the TRA will not affect the discounts or terms of your CSA with respect to services provided by BellSouth in other states.

In the event you have questions regarding the foregoing, please contact your BellSouth Account Team.

cc: BellSouth Account Team
Tennessee Regulatory Authority

CERTIFICATE OF SERVICE

I hereby certify that on August 20, 2002, a copy of the foregoing document was served on the parties of record, via the method indicated:

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

James Lamoureux, Esquire
AT&T
1200 Peachtree St., NE
Atlanta, GA 30309

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

James Wright, Esq.
United Telephone - Southeast
14111 Capitol Blvd.
Wake Forest, NC 27587

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Christopher Warner
Lexus of Nashville
1363 Westgate Circle
Brentwood, TN 37027

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Jon E. Hastings, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Don Baltimore, Esquire
Farrar & Bates
211 Seventh Ave., N., #320
Nashville, TN 37219-1823

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Henry Walker, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Charles B. Welch, Esquire
Farris, Mathews, et al.
618 Church St., #300
Nashville, TN 37219

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Timothy Phillips, Esquire
Office of Tennessee Attorney General
P. O. Box 20207
Nashville, TN 37202

Deborah A. Verbil, Esquire
SBC Telecom, Inc.
5800 Northwest Pkwy, #125
San Antonio, TX 78249

A handwritten signature in black ink, appearing to read "Timothy Phillips", written over a horizontal line.